IMAC-IT Subcommittee Meeting Minutes
4/10/03

Present: Jeanne Brandl (Marathon County), Theresa Fosbinder (DHFS), Kathleen Luedtke (DHFS), Amy Mendel-Clemens (DHFS), Jim Jones (DHFS), Barb Mikkelsen (DHFS), Bob Martin (DHFS), Luann Page (Waukesha W-2), Bill Blank (Juneau County), Evie Ryan-Tondryk (DHFS), Divia Nidhi (Deloitte), Mir Qadir (DWD).
By teleconference: Diane Peterson (St. Croix County).

The minutes from 3/13/03 were approved. The section about the Dane County Change Reporting Center was clarified to show that there are currently 4 half-time employees and there will be 5 half-time employees shortly.

Workload Reduction Initiatives.
The state is looking at taking over the processing for 90,000 MA only cases. The projection is that that there would be one hour per year per case savings in time. Helene Nelson is currently working with the counties regarding this proposal. There would be a projected 44% decrease in IM budgets of the Biennium with this plan. The state will pursue smaller decreases under workload reduction initiatives to make the workload smaller. The savings would be in system changes.
WorkSet activity has been suspended for now.
The state is trying to cover a 3.1 billion-dollar deficit and the Governor has stated that he does not want to scale back programs or benefits for our customers. We will still need to provide quality service and maintain program integrity. Other states are cutting programs and benefits to solve budget crises.
The state is also looking at a proposed rate band payment system for determining payments to counties for managing cases.

Handout: Income Maintenance Workload Analysis-IM Case Processing Tasks. This handout lists all case tasks. It is limited to what the workers do with a case and doesn't include clerical, supervisors, etc. The handout includes tasks at application, review, change, and other processing tasks.

Handout: Local Income Maintenance Workload Analysis-Case Types
There are 81,610 Family Medicaid cases as of the printing of this report. There are many mixed Medicaid cases (those open for multiple subprograms of MA). BadgerCare will be checking insurance availability and verify income in the future.
The handout breaks out the number of cases for types of Medicaid, combination cases with Food Stamps, and Food Stamp only cases. Also listed are Complicated Policies, and a breakdown of time needed for various actions on the case.

Handout: Draft-IM Workload reduction Initiatives.
This is a 4/10/03 listing of upcoming CARES and other IT projects. The data exchange re-engineering is to change the process to make it more action oriented. Some tolerances for matches were changed. The Alerts re-engineering aims to have only meaningful matches that have an effect on benefits show up on lists for workers. There will be a list of what to do for each alert. Earned income calculation is coming in 6/03 and will automate income calculations. There will still be areas for tips and in-kind income. The worker will be able to override if needed. Medicaid will not use a conversion faction such as 4.3 or 2.15. Phase 1 of Food Stamp Semi-Annual reporting is coming in 7/03. Customers will only need to report income changes that put them over the income limit for their group size. Transitional Food Stamp benefits will be implemented 10/03. Customers will get a 5 month extension of Food Stamp benefits when they lose TANF cash benefits. The Web Based interface for CARES will be

coming. The Web-based Customer Service Toolbox will happen if DHFS receives a Food Stamp participation grant. One and one half million dollars is set aside for the Verification Scanning Pilot.

Handout: Workload Reduction Savings for Calendar Year 2004, 2005 and for Projects Not Yet Scheduled.
This is an analysis of projected dollar savings from CARES projects and enhancements. The group went through the list for 2004 and made a couple of adjustments to the minutes saved per activity. Centralized Change Centers were also discussed. There is the potential to have 3 or 4 in the state including Milwaukee, Dane, CAPO, and another elsewhere in the state. This is only in the planning stage. There are two potential models of service delivery for Change Centers. One model is to have the center do all of the work for the change. Milwaukee and Dane use this model. The other model might be to take the information and send it to an inbox for the local worker. Counties might have options for which changes they want the Change Centers to handle.
Savings for 2005 will not be taken until the various projects are fully implemented. The Food Stamp Semi-Annual reporting would lessen the amount of calls going to the Change Reporting Centers. The state is looking at potential savings from printing, postage, training, etc. for some of the projects not yet scheduled.

Automating the Case Directory
Bill Blank, Jeanne Brandl, Diane Peterson, and Tony Sis had feedback on the usefulness of the printed case directory. Most of the worker uses were for selecting cases for various functions such as case reviews or case moves. Supervisors seemed to use the directories as much or more their workers.
The projected online directory would have some basic formats and reports with the ability to sort data on multiple variables. There was concern that the format needs to be as user friendly as possible to ensure that workers would use it as intended.

DHFS CARES Priority List & Schedule
Several projects will be out soon or are being researched. These include:
1. An address match alert is being worked on and should be done soon.
2. Review due letters coming out too early.
3. The ability to look at letters the same day as generate from CNIN is being researched.
4. CNIN should have a field to suppress all NODs for that day in one action.
5. CSAS should trigger a message if an appointment already exits for a customer.
6. CSWL should be accessed by userID. Don't need location too.
7. Verifications should come over on companion cases.
8. Logic on ANHR to automatically drop in some relationship codes is being researched.
9. The ability to have Deloitte delete inappropriate case comments.
10. Food Stamp benefits post at distribution time not Adverse Action, so if you run SFED with dates between AA and the 1st of the month and the benefit is higher you can confirm and don't need to do an auxiliary is being researched.
11. Move cases closed more than 30 days out of CMCA.
12. AIWS in the driver flow.
13. Put a phone number on ACDP.
14. Have dates change on all ACPA screens when ASER is begun is being researched.
15. Move the transfer all cases field on CMCA or add a verification prompt.

IMAC Update
The focus is on Benefit Recovery and Workload Reduction.
Program Integrity was raised as an issue with simplified medical cases that apply for Food Stamps. This often means that the cases are not accurate for Food Stamp purposes. It was suggested that a SeniorCare summary screen come over to CARES when the case is pulled in for other programs so that existing data could be matched.
Program Integrity will probably be a ongoing issue for IMAC.

Milwaukee/Dane Change Reporting Centers
No update for Milwaukee.
Dane County will start its fifth half-time worker the week of 4/14/03. Some paperwork procedures are being changed to improve the flow of paperwork. The phone tree is being adjusted to try to minimize the number of misdirected calls coming to the Change Center. The number of calls per day is varying widely. No full-time workers are being used at this time due to the potential burnout factor. Each worker has one full day shift followed by a day out of the Change Center. They each work three additional ½ day shifts. Schedules will change when the fifth worker is added.

Other
Diane Peterson asked about the possibility of have a centralized RFA process. There were also questions about changing clearance security as it affects small agencies and outstations due to not allowing the same person to do the RFA and the application.

The next meeting is 5/8/03. Agenda items include the ESS wish list, updates on completed items, and workload reduction.